



PATENT

2183  
#9  
BT  
7-7-03IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Unassigned Group Art Unit: 2183  
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, TX  
June 20, 2003

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

JUN 25 2003

**INFORMATION DISCLOSURE STATEMENT**  
**37 CFR § 1.97(b)**

**Technology Center 2100**

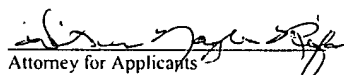
Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 20, 2003.

  
Attorney for Applicants  
6/20/03  
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicants  
Reg. No. 47,026  
512-439-5080  
512-439-5099 (fax)

**RECEIVED**

JUL 01 2003

**GROUP 3600**

U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.		Serial No.	
						SBL0001US		09/823,590	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT						Applicants			
(Use several sheets if necessary)						Anil K. Annadata, et al.			
						Filing Date		Group	
						March 31, 2001		2183	

U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
AQ	Copy of International Search Report as mailed from the PCT on July 12, 2002, for International Application No. PCT/US02/09879, 4 pages.	
AR	Copy of International Search Report as mailed from the PCT on September 4, 2002, for International Application No. PCT/US02/10191, 4 pages.	
AS		

Examiner	Date Considered
----------	-----------------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.